



Department of Veterans Affairs

Information about your new Veterans Identification Card

The Department of Veterans Affairs has enhanced the Veterans Identification Card (VIC) for your use at VA health care facilities. The enhanced VIC will now reflect "Former POW", "Purple Heart" and "Service-Connected" status designations on the front of the card. If you are an enrollee and confirmed former POW and/or Purple Heart Medal recipient, your VIC will include these new designators. If you have a VA rated service-connected condition, your card will also include that information. The new card protects the privacy of your sensitive information as it does not show your Social Security number or date of birth on the front of the card. However, this information is encoded on the back of your card. **Therefore, please safeguard your VIC as you would any other identification card or credit card that contains your personal information.**

How You Will Receive Your New VIC

The card will be mailed to you at the address you provided, within 5 to 7 days of having your picture taken. To ensure you receive your new VIC, it is important for you to verify VA has your correct address on file. If the U.S. Postal Service cannot deliver the card to you, it will be returned to the facility where you requested the card. If you have concerns about receipt of your new card, please contact your local VA medical center or the Health Benefits Service Center at 1-877-222-VETS (8387) for assistance. They will determine the status of your card for you.

Use of Your New VIC

Don't forget to take your new card to your next appointment at the VA medical facility for identification and to ease your appointment check-in process. This card cannot be used as a credit card or an insurance card, and it does not authorize or pay for care at non-VA facilities.

What to Do if Your Card is Lost or Stolen

You may contact your local VA medical facility to request a new card. You will be asked for identifying information such as your name and other information before the card is re-issued to you.

What to Do With Your Old VIC

After you have received your new VIC you can dispose of your old VIC. Please dispose of the old VIC in a secure manner – like you would a credit card - as the old VIC contains sensitive information about you.